

FREE OPERATIONAL TEMPLATE

Dispatch Hygiene Checklist

Use this 60-point checklist to verify dispatch-zone cleanliness, personal hygiene, packaging protection, temperature control, rider hygiene, sanitation, equipment, evidence, and corrective-action closure.

Restaurant / location

Review date

Reviewer

Dispatch lead

1. Dispatch hygiene setup, standards, roles, and opening readiness

1

Confirm the location, shift, service period, review date, checker, dispatch lead, and delivery channels included in the hygiene check.

DISPATCH HYGIENE

NAMEEnter

DATE / TIMEEnter

APPROVALSign

🔗

Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.

2

Define the approved dispatch hygiene standard for personal hygiene, food protection, surfaces, packaging, staging, rider transfer, cleaning, and records.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
🔗 Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.				

3

Verify the dispatch area has current SOPs, cleaning schedules, chemical instructions, hygiene signage, allergen controls, and emergency contacts.

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

🔗

Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.

4

Review previous hygiene complaints, contaminated packaging, dirty delivery bags, pest findings, illness reports, spills, and overdue corrective actions.

CRITICALDISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
🔗 Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.				

5

Identify stop-dispatch conditions, including exposed food, unclean hands, illness symptoms, dirty packaging, pest activity, chemical contamination, and unsafe temperatures.

CRITICALDISPATCH HYGIENE

ACTUALEnter

TARGETEnter

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🔗

Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.

6

Confirm ownership for packing hygiene, surface sanitation, rider checks, waste removal, incident containment, verification, and action closure.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
🔗 Execution tip: Set hygiene ownership, stop-dispatch conditions, evidence rules, and cleaning frequencies before orders begin moving through the area.				

2. Dispatch zone layout, surfaces, traffic flow, and food protection

7

Inspect the dispatch counter, shelving, racks, trays, floors, walls, doors, handles, and nearby fixtures for cleanliness and good condition.

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

8

Verify clean packing and order-staging zones are separated from waste, returns, dirty utensils, rider helmets, personal items, and incoming deliveries.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

9

Confirm food, packaging, labels, condiments, cutlery, and sealed orders are protected from splash, dust, coughing, pests, chemicals, and unnecessary handling.

CRITICAL

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

10

Check the pickup route prevents riders and customers from entering food-preparation, storage, washing, or employee-only hygiene zones.

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

11

Verify ready, incomplete, delayed, cancelled, returned, and remake orders are physically separated and clearly identified.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

12

Confirm lighting, ventilation, drainage, weather protection, queue space, and door control support safe and hygienic dispatch operations.

DISPATCH HYGIENE

ACTUAL

Enter

TARGET

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DEVICE ID

Enter

🔍

Execution tip:

Observe the dispatch route during a normal peak and check every contact point from final packing through rider collection.

3. Employee hygiene, handwashing, illness control, uniforms, and PPE

13

Confirm employees handling food or clean packaging wash and dry hands at required times using the approved handwashing method.

CRITICAL

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip:

Observe employees while they pack and transfer orders, not only during the opening briefing.

14

Verify handwashing stations are accessible and supplied with water, soap, hygienic drying, waste bins, and clear instructions.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

Execution tip:

Observe employees while they pack and transfer orders, not only during the opening briefing.

15

Inspect uniforms, aprons, hair restraints, beard restraints, gloves, footwear, jewellery, nails, and personal cleanliness against the approved standard.

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip:

Observe employees while they pack and transfer orders, not only during the opening briefing.

16

Confirm gloves, utensils, tongs, scoops, and other handling aids are changed or sanitized between incompatible tasks and after contamination.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

Execution tip:

Observe employees while they pack and transfer orders, not only during the opening briefing.

17

Verify illness reporting, exclusion, return-to-work, wound covering, coughing, sneezing, and bodily-fluid incident controls are followed.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Observe employees while they pack and transfer orders, not only during the opening briefing.				

18

Check employees avoid phones, cash, faces, hair, waste, dirty cloths, rider equipment, and other contamination sources while handling ready food or packaging.

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

Execution tip:

Observe employees while they pack and transfer orders, not only during the opening briefing.

4. Packaging materials, containers, seals, labels, and hygienic storage

19 Confirm food-contact containers, lids, wraps, cups, liners, seals, bags, and cutlery packs are approved, clean, dry, undamaged, and suitable for use.

CRITICAL

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

20 Verify packaging is stored off the floor, covered, protected from splash and pests, and separated from chemicals, waste, employee items, and damaged stock.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

21 Check employees touch packaging only on non-food-contact surfaces and avoid blowing into bags, cups, gloves, or containers.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

22 Inspect tamper-evident seals, closure strips, stickers, labels, and security features for cleanliness, adhesion, integrity, and correct application.

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

23 Confirm allergen labels, dietary identifiers, product names, dates, order references, and handling instructions are legible and applied without contaminating food.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

24 Verify damaged, wet, dusty, pest-affected, dropped, returned, or previously used packaging is quarantined and not returned to clean stock.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action



Execution tip: Sample packaging from storage and active workstations, including lids, cups, liners, seals, bags, labels, and cutlery packs.

5. Food protection during packing, assembly, sealing, and staging

25 Confirm ready-to-eat food is protected from bare-hand contact and handled with clean utensils, gloves, papers, or approved containers.

CRITICAL

DISPATCH HYGIENE

Compliant Partial Non-compliant N/A

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

26 Verify raw-food, cooked-food, allergen, vegetarian, religious, dietary, beverage, and chemical risks are separated during packing and staging.

CRITICAL

DISPATCH HYGIENE

Compliant Partial Non-compliant N/A

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

27 Check lids, wraps, caps, liners, and seals are applied immediately after final preparation without placing food-contact surfaces on dirty counters.

DISPATCH HYGIENE

Safe Needs action Critical LIVE PHOTO Add

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

28 Confirm sauces, garnishes, condiments, cutlery, napkins, and promotional inserts are added using clean handling methods and protected packaging.

DISPATCH HYGIENE

Compliant Partial Non-compliant N/A

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

29 Verify spilled, dropped, opened, damaged, returned, touched, or otherwise compromised items are discarded or remade according to the approved rule.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

30 Confirm complete orders are closed, sealed, labelled, and moved promptly to a clean staging position without reopening unless controlled rework is required.

DISPATCH HYGIENE

ACTUAL Enter TARGET Enter DEVICE ID Enter

Execution tip: Trace a complete order and watch how employees protect food while adding sides, sauces, labels, seals, and delivery bags.

6. Temperature, holding time, insulated storage, and cold-chain hygiene

31 Record the temperature of selected hot food at dispatch and confirm it meets the approved product and local food-safety limit.

CRITICAL

DISPATCH HYGIENE

ACTUAL

Enter

TARGET

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DEVICE ID

Enter

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

32 Record the temperature of selected chilled, frozen, dessert, dairy, or beverage items and confirm cold-chain requirements are maintained.

CRITICAL

DISPATCH HYGIENE

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

33 Verify hot, cold, frozen, fragile, allergen-sensitive, and beverage items are separated to prevent condensation, leakage, contamination, and quality loss.

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

34 Check holding, staging, rider waiting, and total dispatch times remain within approved limits, with immediate action when time is exceeded.

CRITICAL

DISPATCH HYGIENE

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

35 Inspect hot boxes, cold boxes, refrigerators, racks, ice packs, thermal liners, and insulated storage for cleanliness, dryness, condition, and correct use.

CRITICAL

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

36 Confirm temperature probes, timers, alarms, and monitoring devices are clean, sanitized between uses, calibrated, and recorded correctly.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Record actual time and temperature evidence for representative hot, chilled, frozen, beverage, and dessert items.

7. Rider hygiene, delivery bags, pickup behaviour, and transfer control

37 Verify the rider, partner, order number, customer reference, and collection status are matched before any package is transferred.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

38 Inspect delivery bags, boxes, racks, dividers, straps, and interiors for cleanliness, dryness, odour, pest evidence, damage, and previous spill residue.

CRITICAL

DISPATCH HYGIENE

Safe Needs action Critical LIVE PHOTO Add

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

39 Confirm dirty helmets, gloves, phones, cash, personal items, fuel containers, and floor-contact objects do not touch clean counters, packages, or food.

CRITICAL

DISPATCH HYGIENE

Compliant Partial Non-compliant N/A

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

40 Verify riders do not open sealed packages, handle exposed food, enter restricted preparation areas, or place orders on the floor.

CRITICAL

DISPATCH HYGIENE

Compliant Partial Non-compliant N/A

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

41 Check delivery bags are suitable for the order, correctly loaded, closed promptly, and arranged to prevent crushing, leakage, temperature loss, and cross-contact.

DISPATCH HYGIENE

Safe Needs action Critical LIVE PHOTO Add

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

42 Record and escalate repeated rider hygiene failures, rejected bags, unsafe behaviour, partner delays, or refusal to follow pickup controls.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

 Execution tip: Check a representative sample of riders and bags across different platforms and peak periods.

8. Cleaning, sanitation, chemicals, cloths, waste, and pest control

43

Verify the cleaning schedule defines dispatch surfaces, racks, trays, handles, screens, scanners, bag areas, floors, bins, frequencies, methods, and owners.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.				

44

Confirm food-contact and high-touch surfaces are cleaned and sanitized at required intervals and immediately after spills, contamination, or allergen exposure.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.				

45

Check chemicals are approved, labelled, diluted correctly, stored securely, and never sprayed near exposed food, packaging, or active orders.

CRITICAL

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

Execution tip:

 Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.

46

Verify cloths, brushes, mops, buckets, gloves, and cleaning tools are clean, segregated by use, stored hygienically, and replaced when contaminated.

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip:

 Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.

47

Inspect waste bins, liners, lids, cardboard, rejected food, returns, spills, and waste routes for timely removal without contaminating clean dispatch areas.

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip:

 Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.

48

Confirm there is no active pest evidence and that monitoring devices, entry controls, service reports, and corrective actions are current.

CRITICAL

DISPATCH HYGIENE

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip:

 Inspect both visible surfaces and hidden hygiene risks such as shelf undersides, bag-storage areas, drains, corners, bins, and door tracks.

9. Equipment, utilities, digital devices, maintenance, and incident readiness

49 Inspect packing tables, shelving, heat lamps, hot boxes, chillers, refrigerators, sealers, label printers, and dispensers for hygienic design and condition.

DISPATCH HYGIENE

SafeNeeds actionCritical

LIVE PHOTOAdd

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

50 Verify equipment is cleaned around joints, seals, vents, controls, cables, wheels, undersides, and other hard-to-reach contamination points.

DISPATCH HYGIENE

CompliantPartialNon-compliantN/A

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

51 Check POS terminals, tablets, phones, scanners, printers, keyboards, and payment devices are cleaned with approved methods and kept away from exposed food.

DISPATCH HYGIENE

SafeNeeds actionCritical

LIVE PHOTOAdd

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

52 Confirm water, drainage, lighting, ventilation, refrigeration, power, and backup systems operate without leaks, alarms, condensation, or unsafe conditions.

CRITICAL

DISPATCH HYGIENE

ACTUALEnter

TARGETEnter

DEVICE IDEnter

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

53 Review preventive maintenance, service tags, calibration, breakdowns, repairs, temporary fixes, spare equipment, and open hygiene-related work orders.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

54 Verify spill kits, first aid, broken-glass controls, bodily-fluid response, product hold materials, and emergency contacts are accessible and current.

CRITICAL

DISPATCH HYGIENE

CompliantPartialNon-compliantN/A

 Execution tip: Test a representative sample of equipment and raise an immediate issue ticket for any defect that weakens hygiene control.

10. Findings, corrective actions, verification, trends, and sign-off

55

Record every hygiene finding with the requirement, observed condition, affected order or area, risk, evidence, and immediate containment completed.

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.				

56

Classify findings as critical, major, minor, or observation using approved stop-dispatch, escalation, scoring, and reporting rules.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.				

57

Assign every corrective action to a named owner with priority, due date, temporary control, required evidence, and escalation route.

CRITICAL

DISPATCH HYGIENE

Finding / record	Current	Owner	Evidence	Action
Execution tip: Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.				

58

Verify closure through repeat inspection, live photos, cleaning records, temperature evidence, retraining, maintenance proof, or partner confirmation.

CRITICAL

DISPATCH HYGIENE

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

Execution tip:

 Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.

59

Review repeat hygiene failures, complaints, rider issues, dirty bags, packaging defects, temperature deviations, pest findings, and overdue actions across locations.

DISPATCH HYGIENE

Compliant

Partial

Non-compliant

N/A

Execution tip:

 Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.

60

Record the final score, critical failures, unresolved risks, next review date, dispatch lead, checker, reviewer, date, time, and signatures.

CRITICAL

DISPATCH HYGIENE

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign

Execution tip:

 Keep actions open until objective evidence confirms the hygiene risk is controlled, the fix is sustained, and repeat causes are addressed.

RUN THIS CHECKLIST DIGITALLY

Turn dispatch hygiene findings into verified operational improvement

Use Taqtics to schedule hygiene checks, capture temperatures and live evidence, stop contaminated dispatches, assign actions, verify closure, and compare recurring risks across every location.

Try the Dispatch Hygiene Checklist in Taqtics